

ESM is seeking a full-time Help Desk Specialist in San Diego, CA working for the USMC at Camp Pendleton. Candidate must live within 30 minutes of work site when need for support.

Provide Tier 1 technical support for the MCIWest Mapping System and MCIWest SharePoint. Responsibilities include responding to help desk queries, user access requests, and performing desktop support. SharePoint and Web Development knowledge is a plus.

- Learn all deployed technologies and provide full service/first contact resolution of technical problems in a fast-paced, team-orientated environment.
- Provide remote support and respond to requests for help with software or computer related issues.
- Manage ticket dashboard and escalate tickets to onsite technicians when needed. Document all support and maintenance activity with ticket tracking software.
- Assist with special projects as requested and perform additional duties as required.

### **Skills General**

- Proven ability to work with others and to function well in a collaborative, team environment regardless of role within team.
- Strong interpersonal skills, especially in a diverse environment; strong written and oral communication skills, including the ability to communicate well with all employees within an organization.
- Ability to present ideas and solutions in user-friendly language.
- Resourcefulness and efficiency in providing solutions to unknown issue.
- A professional attitude, excellent customer service and neat appearance are essential.

### **Prerequisites**

- 1 year of general help desk experience or applicable certifications
- 1 year of customer service experience required
- Microsoft windows support
- Provide after hours and weekend support on an as needed basis outside of general working hours
- Secret Clearance

ESM provides equal employment opportunity to all individuals regardless of race, color, creed, religion, gender, age, sexual orientation, national origin or ancestry, disability, genetic information, veteran status, gender identification or any other characteristic protected by state, federal or local law.